



DALE CARNEGIE TRAINING®

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North America November 13th 2014

South America

Europe

Africa

Asia

Australasia

Dear Bob,

As I reflect on the past 3 months with Dale Carnegie Training of Western Connecticut, I can say with certainty that I have been able to take away a great deal of knowledge and experience. During my time working with Dale Carnegie I have been able to participate in almost every step of the training processes: selecting CBDS modules for company's training sessions based on clients needs, creating and customizing archived CBDS modules from the Dale Carnegie Lotus database, assist the set-up and transcribe notes from conducted training sessions of various companies as well as being able to create results packets from the feedback of those sessions.

All of these listed tasks and experiences have really helped me gain a better understanding of how in depth the training process truly is and how the results of an effective training session can have on an organization. Not only was I able to become more knowledgeable of how training works from being able to shadow and assist with some great trainers and individuals, I personally, was able to gain a greater understanding of how I work professionally in addition to how I work and communicate with other individuals.

Some of the skills that I have taken with me after the conclusion of this internship has consisted of both hard and soft skills. The time I spent working creating and customizing new modules to help facilitate trainings has really advanced my creativity and efficiency with Microsoft Office as well as Lotus Notes. I find that my communication and presentation skills were also enhanced. Having to communicate, collaborate and work with trainers, and being given the opportunity to help facilitate a High Impact Presentation was able to help me understand and learn more about effective and dynamic presentation skills. I was able to take the material being trained and put those concepts toward my own presentation style to help me become a more enthusiastic presenter.

I am extremely grateful to have been able to work at Dale Carnegie over the course of the past 3 months as I know that moving forward in my career I will be able to put the knowledge and skills attained to help me be a better person and professional. The only thing that I would change to this experience is to have had the availability to take the Dale Carnegie course while I was working. Although I was not capable of taking it during my 3 months, I will be hopefully be able to get the opportunity to enroll in the course in the near future.

Sincerely,

Casey Tallman